

I ordered and received residential DSL service from Big River Internet in July of 2002. This service costs \$65 per month and touts speeds of up to 1.3mbps. (per the &#8220;www.millingtononline.com&#8221; web site). Performance after the initial install of the service was dismal. Typical speeds actually range from 75kbps to 300kbps with an average speed of 150kbps. Efforts made by Big River to resolve the performance issues have not resulted in any better service. I have complained about the poor quality of service numerous times by mailing letters and verbally via phone. Initially, Big River credited my account for the first 4 months of activity but now seems to ignore the obvious speed problem I am experiencing and is requiring that I pay a premium price for a service that unacceptable.

Big river has no competition and therefore does not appear to overly concerned that their service is sub-standard. I have no other &#8220;broadband&#8221; options but I am aware of the service quality of adjacent DSL provider (Bellsouth) in the same county. Bellsouth provides residential DSL service with a confirmed typical speed of 1.2mbps at a cost of \$40-\$45. I feel that I have a justified complaint and would like resolution. Can anyone assist?

Big River Internet is a subsidiary of Millington Telephone Co.  
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